The C4IT Service Center is transitioning all Coast Guard IT and some ET help desk support into a single Centralized Service Desk (CSD) in St Louis, MO, operating 24/7/365 starting 3 October 2011. The CSD will leverage the latest technology, tools and industry best practices to improve service and support to end users.

Centralization of Coast Guard IT service reflects industry best practices, and is a cornerstone of ongoing CG IT Modernization efforts. The CSD is geared toward streamlining processes and improving service response times to better support Coast Guard missions.

1. Electronic System Support Units (ESU) Transition Schedule
Between 1 June and 3 October 2011, all Electronic System Support Unit Help Desks will be transitioned to the CSD by location based on the schedule below. All ESUs will continue to provide the same service with the same hours as they currently provide through the completion of the transition on 3 October 2011.

1 June 2011	ESU St. Louis transition
20 June 2011	ESU New Orleans transition
27 June 2011	ESU Cleveland transition
1 August 2011	ESU Alameda transition
8 August 2011	ESU Seattle transition
15 August 2011	ESU Boston transition
22 August 2011	ESU Portsmouth transition
29 August 2011	ESU Miami transition
12 September 2011	C4IT-HQSup transition
19 September 2011	ESU Kodiak transition
19 September 2011	ESU Honolulu transition

2. CSD Phone Number
Starting 1 August 2011, the new CSD central phone number will be **1-855-CGFIXIT**.

3. CSD Desktop Tool
A new desktop tool for submitting tickets called CGFIXIT will be implemented starting 1 September 2011. A new CGFIXIT icon will replace the current CGHelp desktop icon.

The combination of new technologies and the 24/7/365 schedule will also allow the Coast Guard to maintain a higher level of preparedness to respond to incidents and disasters that might impact Coast Guard IT operations or require additional IT support.